



Wellness Promotion | West Chester University  
West Chester, PA 19383 | 610-436-0730 | fax: 610-436-3148 | [wcupa.edu/wellness](http://wcupa.edu/wellness)

## **Wellness Promotion**

*Cancellation, No Show, and Late Protocols for*

*Workshops (Decisions About Drinking, Choices About Cannabis, and Voice Your Values)*

*and Individual Interventions (BASICS, CASICS, and Wellness Coaching)*

## **Individual Interventions: Wellness Coaching, BASICS, and CASICS**

### **Cancellations**

Your first session is scheduled based on your academic schedule and the availability you provided in your original request. If something unexpected comes up that conflicts with your session, please notify your assigned facilitator at least 24 hours in advance. You will receive an email notification with instructions from your facilitator regarding rescheduling at a time that works better with your schedule.

### **Late to Sessions**

Having enough time in your session is crucial to leaving enough space for conversation with your facilitator, goal-setting, and planning. If you are 5 minutes (or more) late to your appointment without prior notice to your facilitator, your facilitator may need to cancel and reschedule your appointment to ensure you have an adequate amount of time during your session.

If your facilitator needs to reschedule your appointment, your calendar invite for the session will be cancelled and you will receive an email notification regarding rescheduling at a time that works better with your schedule.

### **No Shows**

If you miss a session, your facilitator will contact you via email with instructions on rescheduling at a new time. You will have two weeks to reschedule your appointment. If you do not reschedule after the two weeks, you will receive a reminder email about rescheduling. If you are unable to reschedule your appointment one week after your reminder email, your request for individual services will be closed, and you will receive information about re-requesting sessions when you're available.

*Individual Interventions, Continued*

### **Repeated Reschedules/Cancellations/No Shows**

The goal of the Office of Wellness Promotion (OWP) is to provide opportunities for support and goal-setting for all students who utilize our services. Repeated cancellations, no shows, or rescheduled meetings impact our ability to have the most accurate availability for students to schedule meetings with wellness coaches and individual service facilitators. If you have 3 or more cancellations, no shows, or reschedules in a row, your request for individual services may be closed and you may be asked to restart the process.

### **Individual Services for Conduct Referrals**

Students may utilize the OWP individual services to fulfill a sanction requirement assigned by the Office of Student Conduct (OSC). Following each meeting, the coach or facilitator will update OSC on the status of the completion of the sanction. Students with questions about holds or sanctions should contact their hearing officer or OSC staff directly. Wellness coaching includes three meetings with approximately 2 weeks between each session; BASICS and CASICS includes two meetings with approximately 2 weeks between each session. Students are encouraged to attend all scheduled sessions to complete their sanctions in the most time-effective way. Students who are referred to OWP individual services for a conduct sanction may be referred back to OSC due to failure to attend/complete sanctions as assigned.

## **Workshops: Decisions About Drinking, Choices About Cannabis, + Voice Your Values**

### **Registration**

To ensure the effectiveness of all workshops, workshops are capped at 30 attendees on Zoom and 15 attendees in person. Students can register for upcoming workshops on the Office of Wellness Promotion RamConnect page. **Registration will close when seats are full or 24 hours before the start of the workshop, whichever occurs first.** We recommend registering for a workshop as soon as possible. If a workshop is full, please register for the next available offering that works with your schedule.

### **Cancellations**

If something unexpected comes up that conflicts with your workshop, please cancel your registration in RamConnect in order to free this registration spot for another student. Once you cancel your registration, please register for the next available offering that works with your schedule.

### **Late to Workshops**

Having enough time in the workshop is crucial to ensuring you are able to participate in all activities and meet all learning goals for that particular workshop. If you are 5 minutes (or more) late to your workshop without prior notice to your facilitator, you may be denied entry to the Zoom workshop room or the in-person workshop space. If you are late to the workshop, your sanction condition may not be marked as incomplete and you may be asked to attend the next workshop offering to complete your sanction requirements.

### **Zoom Sessions**

If you are attending a workshop via Zoom, we encourage you to please test out the Zoom link at least 15 minutes before the start of the session to allow for any troubleshooting issues. If you have any issues, please contact the workshop facilitator or [WCU tech support](#).

If you are experiencing tech issues, please contact the facilitator of the workshop within 10 minutes of the program starting; please note if you contact the facilitator after 10 minutes of the program starting, they may not be able to respond as the workshop has started and they will not be monitoring their email after that time. Students who attempt to join after 10 minutes and who have not previously expressed technical issues to the facilitator may be denied entrance.

If you experience tech issues and cannot be fully present or participate in the workshop, you may need to attend a different workshop if you are completing the required participation.

### **Workshops for Conduct Referrals**

Students may utilize the OWP workshops to fulfill a sanction requirement assigned by the Office of Student Conduct (OSC). Following the workshop, the facilitator will update OSC on the status of the completion of the sanction. Students with questions about holds or sanctions should contact their hearing officer or OSC staff directly. Students who register for a workshop but do not attend, log in to a workshop and log out before the workshop has completed, or log in to the workshop late will not have their sanction marked as complete.